



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

XO Communications Services, Inc.
for Filing Period 1/1/2010 to 3/31/2010
Tracking Number 3311

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	7.30	8.10	6.90	7.43
B. Operator Answer Time - Information Section 730.510(a)(1)	4.00	2.00	2.00	2.67
C. Repair Office Answer Time Section 730.510(b)(1)	105.00 *	93.00 *	105.00 *	101.00 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	36.00	19.00	36.00	30.33
E. Percent of Service Installations Section 730.540(a)	99.00 %	96.00 %	100.00 %	98.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	98.00 %	99.00 %	99.00 %	99.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.39	0.34	0.33	0.35
H. Percent Repeat Trouble Reports Section 730.545(c)	4.00 %	6.00 %	7.00 %	5.60 %
I. Percent of Installation Trouble Reports Section 730.545(f)	6.00 %	2.00 %	5.00 %	4.30 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$67.39	\$198.98	\$48.07	\$314.44
B. Number of credits issued for repairs - 24-48 hours	1	6	1	8
C. Number of credits issued for repairs - 48-72 hours	3	0	2	5
D. Number of credits issued for repairs - 72-96 hours	0	1	3	4
E. Number of credits issued for repairs - 96-120 hours	1	0	2	3
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

At this time XO is unable to provide data for Sections 730(J) and (K);732.20(a)(F) through 732.30(a)(H);732.30(b) and Section 732.30(c) but hopes to do so in the future.